

DCMWC Representative Payee



Introduction

This webinar will include pertinent information to discuss details and educate DCMWC Representative Payee on the new Workers' Compensation Medical Bill Process (WCMBP) System.

- ❖ Important Information
- ❖ Representative Payee Expectations
- ❖ Representative Payee Letters
- ❖ Representative Payee Login
- ❖ How to Contact CNSI
- ❖ Representative Payee Preparation



Important Information About This Webinar

- This webinar is intended for DCMWC Representative Payee.
- Any unanswered questions can be submitted via email CNSIOWCPOutreach@cns-inc.com.
- Pharmacy services will not transfer to CNSI. These services will stay with Conduent. For pharmacy related questions, please call 1-866-664-5581 or visit their web address @ <https://owcprx.dol.gov/> starting on April 27, 2020.
- The current <https://owcpmed.dol.gov> will continue to be the site for OWCP medical bill processing information starting on April 27, 2020.
- WCMBP – Workers' Compensation Medical Bill Process

Representative Payee Expectations



Representative Payee Expectations

Representative Payees who are currently on file under a Claimants case on or before April 27, 2020, can expect the following with the transition to the new WCMBP system:

- Claimant files will be transferred from Conduent system to WCMBP system without any claimant intervention
- **No** interruption in payments to the Claimants for out of pocket expenses
- Bill history data (last 7 years) will be viewable and all historical bills will transfer from Conduent system to WCMBP system
- Webinars and training tutorials will be available on the WCMBP web portal to provide assistance and instructions on how to use the new system
- Web portal FAQs will be continuously updated to address claimant questions
- Covid-19

Representative Payee Letters



Claimant Letters

Authorized Representatives will receive a letter that will be mailed prior to April 27, 2020, to the mailing address from the DCMWC eligibility file with OWCP.

The letter that will be mailed is:

- **Claimant Representative Payee Letter** - introduces the new bill processor, CNSI and WCMBP system features applicable to claimants.

Note: The letters will come with instructions on how to log into the system.

Representative Payee Login



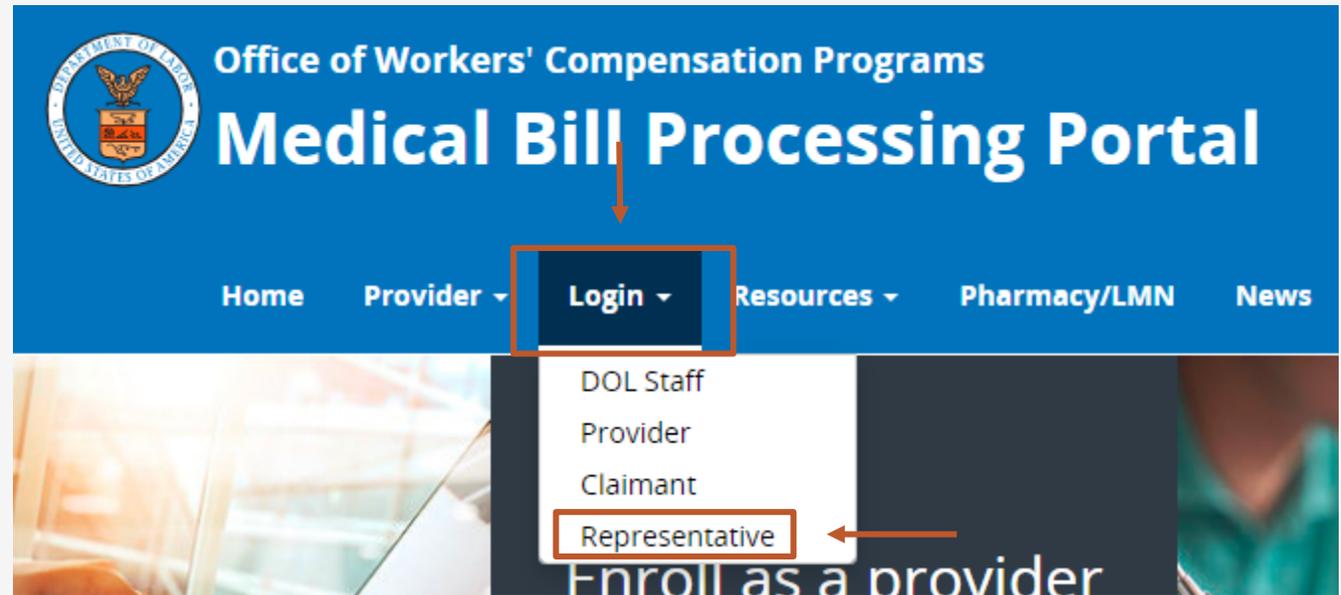
Online Functionality

After login into the system, you will have access to the following online functionality:

- **Eligibility Inquiry** – To view claimant eligibility associated the claimants Case ID.
- **Authorization History** – To view an authorization request submitted by the claimant's servicing providers. The authorization request includes information about authorization status, requesting provider, requested procedure, and requested dates-of-service.
- **Bill History** – To view medical bills submitted by the claimants servicing providers, such as, billed and paid amount, the payment method, and the payment date, is available.
- **Correspondence** - To view all medical billing correspondence, such as payment verification letters associated with their Case ID.

Accessing OWCP Connect via the WCMBP Portal

1. Go to <https://owcpmed.dol.gov>
2. Click Login
3. Click Representative



OWCP Connect Registration

Click "[here](#)" under the Account Registration section.

The screenshot displays the OWCP Connect website interface. At the top, there is a blue header with the United States Department of Labor logo on the left and the OWCP logo on the right. The text in the header reads "United States Department of Labor" and "Office of Workers' Compensation Programs". Below the header, there is a navigation menu with links for "Login", "Account Registration", "Reset Password", "Change Email", and "Help". The main content area is divided into three columns. The first column is titled "About OWCP Connect" and contains text explaining the system's purpose and identity proofing process. The second column is titled "Account Registration" and contains a paragraph with a red box around the word "here" and a red arrow pointing to it. Below this paragraph is a red warning message: "WARNING....WARNING....WARNING....WARNING....WARNING". The third column is titled "Login" and contains a "Welcome to OWCP Connect" message, an "Email Address" input field, a "LOGIN" button, and a "RESET PASSWORD" section with a "here" link. At the bottom of the page, there is a "A Note About Data Security" section.

United States Department of Labor
Office of Workers' Compensation Programs

OWCP Workers' Compensation

Login | Account Registration | Reset Password | Change Email | Help

OWCP Connect

About OWCP Connect

OWCP Connect allows users to prove their identity and create an account for communication with OWCP's various self-service applications. It is a centralized identity-proofing system used to create credentials for a user, and then to authenticate the credentials for login.

Identity proofing is accomplished by validating the user's information entered in the Account Registration process against secure Credit Bureau data. Once the user's identity has been verified, their account can be created.

At this time OWCP Connect is only being used to authenticate new users to FECA's Claimant Query System (CQS). You must be the injured worker and have an existing OWCP Case File Number to access FECA's CQS. If you are not the injured worker/claimant you will not be granted access.

A Note About Data Security
OWCP takes information security very seriously. We are aware of

Account Registration

If this is your first time using OWCP Connect, click [here](#) and begin the process to create a new account.

WARNING....WARNING....WARNING....WARNING....WARNING

You are accessing a U.S. Government information system that is owned and operated by the Department of Labor. The Department of Labor information systems are provided for the processing of official U.S. Government information only, and are therefore, owned by the Department of Labor. Authorized users are responsible for the proper handling of information they access.

USE OF THIS SYSTEM BY ANY USER AUTHORIZED OR UNAUTHORIZED CONSTITUTES A CONSENT TO ACTIVITY MONITORING, RECORDING, DISCLOSURE, AND ACCEPTS THAT USE OF THE SYSTEM IS SUBJECT TO AUDIT BY

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Email Address

LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

If you have Federally-issued PIV card that you have registered with OWCP Connect, you can use it to log in.

OWCP Connect Registration

3. Enter required information (Name, SSN, DOB, phone number and email address).
4. A message will populate to notify you that the email you are entering is available or already linked to an existing user account.
5. Enter result of the addition problem from the image.
6. Click Next.

Account Registration

Enter the below information to create the account

First Name*

Last Name*

Middle Initial

Email*
Consider using an email address that is not associated with your current employment.
This email is available.

Retype Email*
This email is available.

Enter result of addition from image below*



* Required Field

NEXT

OWCP Connect Registration

Login Credential

Your identity has been validated. Please enter a password below to create your account.

Email* claimantportal1@gmail.com

Password*

Retype Password*

* Required Field

PREV NEXT

9. Once the validation is completed, create a password and retype the password to confirm the password.

10. Click Next.

Note: Password Criteria should:

- be at least 8 characters long,
- include an uppercase letter, a lowercase letter, a number, and a special character.

OWCP Connect Registration

11. Select a security image, enter a key phrase.
12. Click Next.

Security Images

Please select a security image and enter a key phrase. They are used during the login process for your protection.

Security Images *



Key Phrase *

* Required Field

PREV NEXT

OWCP Connect Registration

Security Questions

Please select security questions & answers. They may be used during the login process for login verification.

Security Questions *

1.
2.
3.

* Required Field

PREV

SUBMIT

13. Select security questions from the drop downs and answer the selected questions.

14. Click Submit.

OWCP Connect Registration

System creates an account and a link to activate the account is sent to your email address used in registration.

Note: The account must be activated within 24 hrs.

Click "Resend Email" if the email is not received within 10 minutes.

Account Creation

Your account creation request has been submitted successfully.

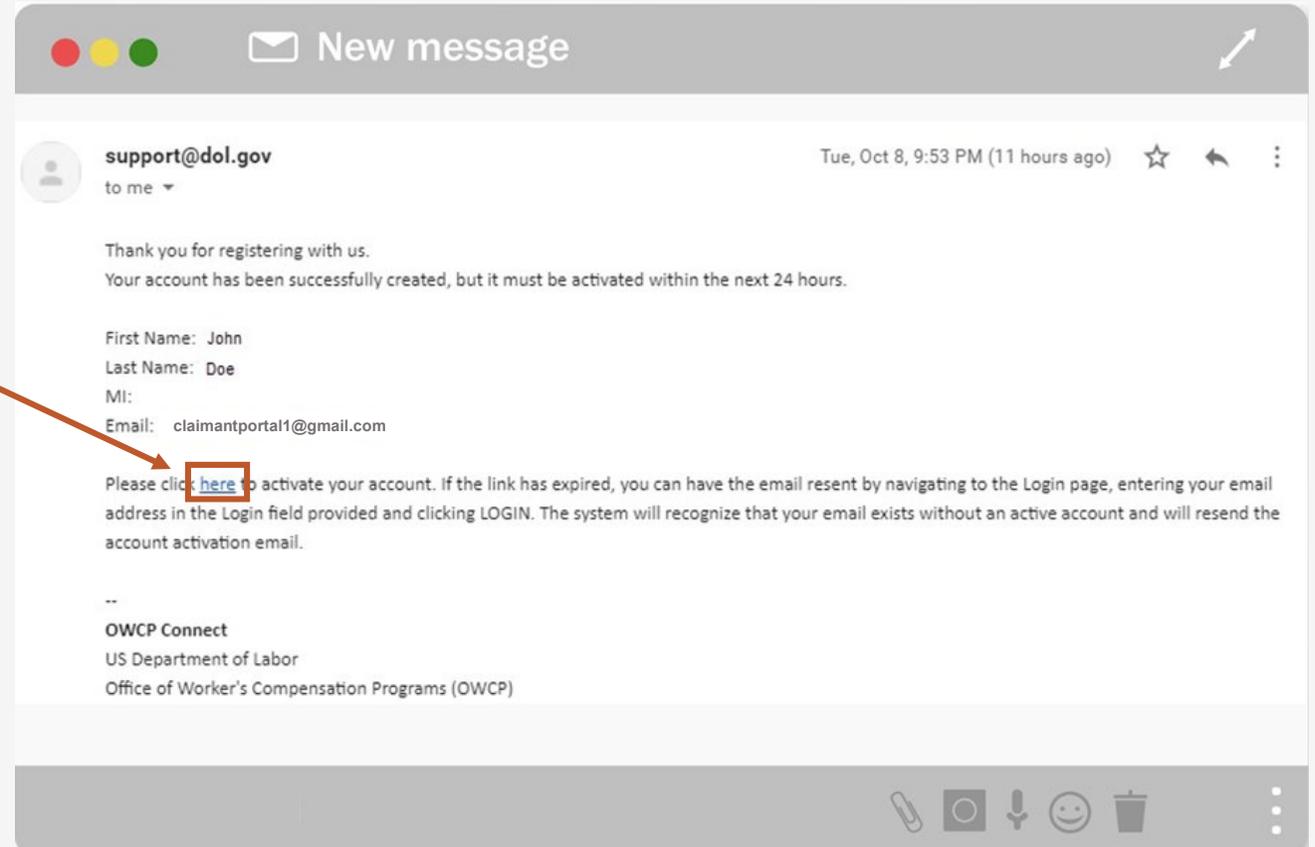
An email has been sent to the email address you provided, which includes a link that you will need to click in order to activate your account. The link provided in the email is available for 24 hours.

RESEND EMAIL

OWCP Connect Registration

Look for email from: support@dol.gov.

15. Click link that says "here."



OWCP Connect Registration

At the login page the Representative Payee will see a banner message, letting them know that their account has been successfully activated.

16. The Representative Payee will again enter their email address and click login.

17. The Representative Payee will enter their password and click submit.

The Representative Payee will then be taken to the WCMBP Claimant Portal.

Login

Welcome to OWCP Connect
Please enter your EMAIL ADDRESS to start.

Your account has been successfully activated.

Email Address

LOGIN

RESET PASSWORD
If you have forgotten password, click [here](#) and you will be guided through the process to reset your password.

Login

Welcome verify your security image and enter password.

Security Image 

Key Phrase Spring

Password *

* Required Field

SUBMIT

WCMBP Claimant Portal

The Representative Payee will land on the WCMBP Claimant Portal and is required to complete the following steps in order to access claimant case information. (these steps must be completed for each case associated with the Representative Payee):

Click on the hyperlink "**Click Here to Add New Case.**"

The screenshot shows a web browser window with the URL <https://owcpmed.uat.dol.gov/ecams/login.dol.do>. The page header includes the eCAMS HCE logo and a user profile for 'Claimant, AREP'. The main content area features a white box with the text 'Welcome to the WCMBP Claimant Portal' and the eCAMS HCE logo. Below the logo, it says 'Powered by CNSI'. A prompt reads 'Select a Case Number to continue to the Claimant Portal' with a search input field and a 'Go' button. A red arrow points to a blue button labeled 'Click Here to Add New Case' which is enclosed in a red rectangular box. The footer contains technical information: 'Page ID: noCaseSelect(noCaseSelect) Environment: GAT ID: gatscm11 Server Time: 04/10/2020 09:10:42 EDT Powered by CNSI'.

WCMBP Claimant Portal

The Representative Payee must complete all required fields.

19. Enter the Representative Payee or Attorney Details (First Name, Last Name, Representative ID)

20. Enter the Case Details (Program, First Name, Last Name, SSN, and Date of Birth)

21. Click Submit.

gat.wcmbp.com/ecams/login.dol.do# - Google Chrome
cmbp.com/ecams/login.dol.do#

IMS

Claimant, AREP

Add New Case - Google Chrome
gat.wcmbp.com/ecams/CNSIControlServlet

Help

Authorized Representative/Power of Attorney Details

First Name: AREP * Last Name: Claimant *
Representative ID: *

Case Details

Program: *
Claimant ID: *
First Name: *
Last Name: *
Date of Birth: *

Case ID: *
Middle Name: *
SSN: *

Close Submit

Page ID: pgAddNewCase(Login) Environment: GAT ID: gatscrn11 Server Time: 02/11/2020 08:47:47 EST

WCMBP Claimant Portal

If the Representative Payee receives a letter after s/he has added a claimant case to his/her account, the additional case will have to be added. S/he will have to follow the same steps and select "[Click Here to Add New Case](#)".

Welcome to the WCMBP Claimant Portal



Select a Case Number to continue to the Claimant Portal

[Click Here to Add New Case](#)

Claimant's Case ID: [BDGXB-0997667]
Claimant Name: [John Doe]
Representative Payee Name: [Jane Doe]

Program: DCMWC
Representative ID: [1234567890]
Representative Payee Name: As mentioned above
Claimant's Case ID: As mentioned above
Claimant Name: As mentioned above
Claimant SSN: Obtain from the claimant
Claimant Date of Birth: Obtain from the claimant

Access to WCMBP Claimant Portal

Select the Case ID and Claimant Name that you are the Representative Payee under from the drop down. Click "Go" to enter the Claimant Portal Homepage.

Welcome to the WCMBP Claimant Portal



Select a Case Number to continue to the Claimant Portal

*

[Click Here to Add New Case](#)

Claimant Portal _ Home Page

Claimant Case Number ; Name: TESTS, SAMANTHA

Online Services  Manage Alerts

Authorization   My Reminders 

Authorization History

Bills  Filter By: - Read Status

Bill History

Claimant 

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
No Records Found !					

Eligibility Inquiry

My Interactions 

Correspondences

When first entering the Claimant Portal, you are taken to the Claimant Portal Home page.

Claimant Portal – My Reminders

On the right of the home page, you will see “**My Reminders**” section.

- The My Reminders section consist of system generated alerts and an option to filter those alerts.

My Reminders

Filter By : - Read Status

<input type="checkbox"/>	Alert Type ▲▼	Alert Message ▲▼	Alert Date ▲▼	Due Date ▲▼	Read ▲▼
No Records Found !					

Claimant Portal Home Page- Online Services

Claimant Case Number :

Online Services 
Authorization 
Authorization History
Bills 
Bill History
Claimant 
Eligibility Inquiry
My Interactions 
Correspondences

You will see links to a list of online services on the left of the home page.

Claimant Portal- Authorization History

Claimant Case Number :

Online Services 

Authorization ▼

[Authorization History](#)

Bills ▼

[Bill History](#)

Claimant ▼

[Eligibility Inquiry](#)

My Interactions ▼

[Correspondences](#)

Authorization online services allows the Representative Payee to check an authorization status that been submitted by a claimant's provider.

Claimant Portal - Bills

Claimant Case Number :

Online Services 

Authorization 

[Authorization History](#)

Bills 

[Bill History](#)

Claimant 

[Eligibility Inquiry](#)

My Interactions 

[Correspondences](#)

Bills online services allows the Representative Payee to check the payment status for bills that were submitted by providers and/or claimant.

Claimant Portal - Claimant

Claimant Case Number :

Online Services 
Authorization 
Authorization History
Bills 
Bill History
Claimant 
Eligibility Inquiry
My Interactions 
Correspondences

Claimant online services allows the Representative Payee to check eligibility for Non-Pharmacy Services.

Claimant Portal – My Interactions

Claimant Case Number :

Online Services 
Authorization 
Authorization History
Bills 
Bill History
Claimant 
Eligibility Inquiry
My Interactions 
Correspondences

My Interactions online services allows the Representative Payee to see images of documents claimants have submitted to CNSI and retrieve Correspondences sent to them from CNSI.

How to Contact CNSI



How to Contact CNSI

- There will be new mailing addresses for paper bill submissions effective April 27, 2020.
- Any documents sent to the Conduent mailboxes during the transition will be forwarded to the appropriate CNSI mailing address.
- The customer service toll free numbers are remaining the same and will transition from Conduent to CNSI.

Note: The mailing addresses and customer service toll free numbers will be posted on the WCMBP system April 27,2020.

Representative Payee Preparation



Claimant Preparation Tips

- Look out for mail from CNSI outlining information about the new system.
- DCMWC Claimants will receive new MBIC cards.
- New MBIC cards (applicable to DCMWC) will have a Case Number listed on the front that is required for all submissions, replacing the use of their SSN. They will need to share this information with their medical provider.
- Continue to check the web portal for updated FAQs and training materials
- Note the new mailing addresses
- Attend webinars for additional information
- Check back on April 27, 2020 when the new system launches to access WCMBP web portal

Thank you!

Please continue to visit our Outreach web portal for updates, Frequently Asked Questions (FAQs) and webinar schedule.

The PowerPoint presented will be posted to the Outreach portal within 24 hours.

The Outreach portal at <https://prod.wcmbp.com/outreach/> will discontinue on April 24, 2020 and <https://owcpmed.dol.gov> will transition to the new WCMBP System on April 27, 2020.

CNSI looks forward to being the new medical bill processing agent for the OWCP programs and working with each of you!

CNSIOWCPOutreach@cns-inc.com